

SUMMER 12

WHEELS

MAKING TRANSIT ACCESSIBLE FOR ALL

YOUR RIDE IS HERE.



MEET YOUR OPERATORS – COMPLIMENTS FROM CUSTOMERS



MTA Operator, James McLean

Elizabeth Chenoweth recently sent MTA Mobility a note commending James McLean for providing her with such excellent service. Ms. Chenoweth stated in her letter that “he was very courteous and deserves a commendation. If all of your drivers were like James, the streets would be crowded with MTA buses!”

Veolia Operator, Gordon Logan

Natalie Towles wrote in to Mobility to thank her driver, Gordon Logan, for saving her life when her sugar dropped really low one day during a ride. “Mr. Logan was very caring, concerned and courteous, and kept talking to me so I wouldn’t go into a diabetic coma. He was very pleasant, and made sure I was comfortable due to the extreme pain I was experiencing. I had just come out of surgery, and Mr. Logan assisted me, made sure I got home safely, and made sure that someone met me at the door. I want you to know I was very, very pleased!”

MV Operator, Wayne Lascola

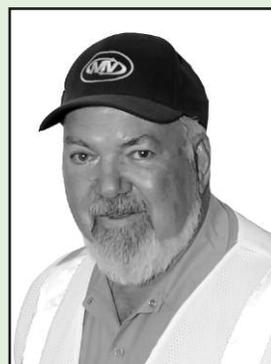
Duane Howard wrote in saying that his driver, Wayne Lascola, “definitely demonstrated above and beyond quality service transporting me to and from my destination. When there was a mix-up as to whether I should be picked up from the front or back of the building, Mr. Lascola went out of his way to determine where I was waiting. He asked employees there if they knew of my whereabouts, and showed exceptional levels of empathy and concern for my safety. He let me know that leaving me or making me a no-show was not his first and/or only option. Mr. Lascola was very engaging and communicated on a level that made me feel relaxed and at ease. It is obvious that he cares about the quality of service and exemplifies your high standards. The experience of riding with Mr. Lascola will remain with me as I continue to utilize paratransit services. Well done in having Mr. Lascola as a member of your team - he truly was a blessing to me on that day!”



James McLean has been with the MTA since August 1970, and worked as an operator at Bush Bus Division for 36 years before transferring to Mobility in August 2006. A dedicated employee, customers and co-workers alike all agree he is a pleasure to work with.



Gordon Logan has been an operator with Veolia Transportation since July 2006. He finds being a paratransit operator very rewarding because he enjoys getting customers where they need to go. In his spare time Mr. Logan enjoys shooting pool and socializing.



Wayne Lascola joined MV Transportation in September 2011 and has proven himself to be a valued member of the Mobility staff. Operator Lascola always does an immaculate uniform, and never hesitates to go the extra mile to assist customers.

TRAVEL TRAINING CAN HELP

Go where you want, when you want! Being able to travel independently and safely can open many doors for Mobility customers. You can reach a new job or school, meet friends and family, visit a new restaurant or movie theater, or just enjoy a day out and about. There are endless opportunities to explore in and around Baltimore.

Whether you are interested in learning to travel somewhere specific or simply to learn how to get around town, Travel Training is your answer. Travel Training is a free service provided by the Maryland Transit Administration (MTA) in partnership with The IMAGE Center for People with Disabilities. Experienced travel trainers will teach you how to use the MTA fixed-route system, which includes Local Buses, Light Rail and Metro Subway.

You will learn skills such as reading a map and bus schedule, managing your time and money effectively, planning your route, maintaining personal safety, managing your personal mobility equipment, becoming a self-advocate, and practicing safe pedestrian skills. Above all, you will increase your freedom and independence and gain confidence in traveling on your own.

Individual as well as classroom training is provided. Small groups are also welcomed to inquire. Our classroom training is interactive and focuses on individuals with cognitive needs, physical needs or seniors. Classroom sessions include hands-on activities and the opportunity to have your questions answered. Individual training is designed to be one-on-one and is tailored to the individual's particular interests. Individual training includes traveling specific routes with your trainer.

Participating in our Travel Training program will not affect your eligibility for Mobility service currently or in the future. For more information, contact **443-275-9393** or email **info@imagemd.org**.

NEWS FROM CERTIFICATION

Certification has made several changes in the past twelve months. We are now providing rides to and from the certification appointment at no charge to the prospective MTA customer. We have doubled our daily interview capacity. We have reduced the waiting time for an appointment. We've changed the structure of our phone service, so more customers can get through to our Certification Customer Care Team.

The Certification team has a new application form with 2012 on it for people applying for renewal and for initial Mobility certification. The new application form can be downloaded from the MTA website at **www.mta.maryland.gov** (look for the forms page) or we can mail it to you.

MTA Mobility Certification is also requesting that you no longer mail or fax your application form to us prior to the interview. **Please bring the original, completed application form with you to the interview.** Call 410-764-8181, Option 6, to set up an appointment.

We also have a new staff member, Veronica Gales-Short, a Maryland physical therapist, who is working with the eligibility specialists, in order to make the most accurate determinations for our Mobility customers. We like working with Ms. Short, and we hope you do too.

The Certification team will be receiving additional training during the summer of 2012, in an effort to serve our customers even better. We are expecting an upgrade to our software to assist with scheduling and tracking of customers through the application process.

MOBILITY ACADEMY

Mobility managers recently participated in an Executive Leadership Training Program provided by Penn State University-Rutgers. This was a managerial, leadership training program organized to develop better customer service, communication, and interpersonal and time management skills. Training topics also included identifying and addressing service, challenges, trends and major issues in paratransit service.

MEET MICHAEL J. WEIDGER, MOBILITY DIRECTOR

Michael J. Weidger became Mobility's Director on November 30, 2011. Michael brings a wealth of previous work experience in transportation, leadership, management and administration. Mr. Weidger possesses an in-depth knowledge of the Americans with Disabilities Act (ADA). He was Operations Transit Analyst with Columbus, Ohio's Fixed Route and Paratransit Services for the Central Ohio Transit Authority (COTA). Michael knows how to identify transit problems and develop remedies using available resources, especially human resources, coupled with the latest innovations in technology. In a few short months he has implemented many new changes in Mobility's services including a service area adjustment, conditional certification, the No Show policy and a Travel Training Program. He has improved customer service making it every employee's responsibility and goal to provide quality service to all Mobility customers. He encourages

staff to work towards achieving this goal daily in the Control Center, Certification Office, and the Reservation Call Center by increasing efficiencies in day-to-day operations with policies and standard operating procedures. His management and oversight of operations extend to observing and talking to operators in-service and customers to hear directly from them what works and doesn't work. Michael has a clear vision for Mobility, and he has many plans for future initiatives to continuously improve Mobility services.



TAXI ACCESS CAB AND SEDAN COMPANIES

PARTICIPATING CAB COMPANIES

A. A. County Cab

410-787-8800 | 24 hours a day, 7 days a week
Rides originating in Anne Arundel County

New Green Cab (Arrow)

410-261-0000 | 24 hours a day, 7 days a week
Rides originating in Baltimore City

Checker Cab of A.A. County

410-789-2300 | 24 hours a day, 7 days a week
Glen Burnie, Curtis Bay, Brooklyn and Cherry Hill

County Cab

410-338-0000 | 24 hours a day, 7 days a week
Rides originating in west Baltimore County

Diamond Cab

410-947-3333 and 410-233-6000
24 hours a day, 7 days a week
Rides originating in west Baltimore City

Jimmy's Cab

410-296-7200 | 24 hours a day, 7 days a week
Rides originating in east Baltimore County

Valley Cab

410-486-4000 | 24 hours a day, 7 days a week
Rides originating in northwest Baltimore County

Yellow-Checker Cab

410-685-1212 | 24 hours a day, 7 days a week
Rides originating in Baltimore City

PARTICIPATING SEDAN COMPANIES

24/7 Sedan

410-686-2666 or 410-686-0003
24 hours a day, 7 days a week
Rides originating in southeast Baltimore City and County

Green Sedan, Inc.

410-633-6666 | 24 hours a day, 7 days a week
Rides originating in southeast Baltimore City and County

Roney's Transportation

410-404-5677 / Mon.-Sat. 6:00 a.m. – 7:00 p.m.
Wheelchair accessible sedans.
Rides originating in northwest Baltimore City and County

IMPORTANT NUMBERS TO SAVE

MJM Innovations Customer Service 410-664-2030
Taxi Access II Certification Office 410-764-8181
Mobility General Information 410-764-8181
Mobility Certification Office 410-764-8181
Mobility Reservation Line 410-764-8181
MTA General Information 410-539-5000
Toll-free 1-866-RIDE-MTA (743-3682)
MTA Directory Assistance 1-888-218-2267
Maryland Relay 7-1-1
Taxi Access II Website www.taxiaccess.org
MTA Website www.mta.maryland.gov

WHEELS

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